

- 1 1. A method for customer contacting, the method comprising:
2 providing a system for interaction with a contact, the interaction being selectable
3 between human and computer delivery;
4 executing an interaction protocol to create an interaction with the contact;
5 initiating a call to the contact; and
6 selectively interleaving responses from a human agent and a recorded script.
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8 2. The method of claim 1, wherein the executing an interaction protocol is done
9 by one of a human agent and a computer script.
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11 3. The method of claim 1, wherein the recorded script further comprises recorded
12 data for generating a human-sounding voice waveform.
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14 4. The method of claim 1, wherein the recorded script is selected from computer-
15 generated wave files, audio recordings, and synthesized voice.
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17 5. The method of claim 1, wherein the recorded script comprises a voice
18 waveform created independently from the human agent.
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20 6. The method of claim 5, wherein the voice waveform further comprises an
21 audio track of a voice response recorded by a voice actor.
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23 7. The method of claim 1, wherein executing an interaction protocol further
24 comprises logging on by an agent.
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1 8. The method of claim 1, wherein executing an interaction protocol further
2 comprises selecting a contact type.

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4 9. The method of claim 1, further comprising validating sales information.

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6 10. The method of claim 9, wherein validating sales information is done by one
7 of a human agent and a computer dialing system.

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9 11. The method of claim 1, further comprising updating a customer file.

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11 12. The method of claim 1, further comprising maintaining a history of recorded
12 scripts played.

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14 13. The method of claim 1, wherein initiating a call is executed by one of a
15 human agent and a computer dialing system.

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17 14. The method of claim 1, wherein interleaving further comprises listening by
18 the human agent to a response from the contact.

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20 15. The method of claim 1, wherein interleaving further comprises selecting and
21 presenting content to the contact.

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23 16. The method of claim 15, wherein interleaving further comprises posing a
24 question following presenting content.

1 17. The method of claim 1, wherein interleaving further comprises deciding on
2 intervention.

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4 18. The method of claim 17, wherein deciding on intervention is done by the
5 human agent.

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7 19. The method of claim 17, wherein deciding on intervention further comprises
8 selecting between options including at least a live-voice response and a recorded
9 response.

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11 20. The method of claim 17, wherein deciding on intervention further comprises
12 determining to provide a live-voice response.

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14 21. The method of claim 17, wherein deciding on intervention further comprises
15 determining to provide a recorded response.

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1 22. A method for customer contacting, the method comprising:
2 providing an integrated system for interaction with a contact, the interaction being
3 selectable between human and computer delivery;
4 initiating a call to a contact;
5 selecting content for presentation to the contact;
6 presenting content to the contact;
7 listening to a response from the contact;
8 selectively interleaving responses to the contact from a human agent and a
9 recorded script, the recorded script reflecting a voice waveform created independently
10 from the human agent; and
11 closing the interaction with the contact.

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13 23. The method of claim 22, wherein presenting content to the contact comprises
14 posing a question to the contact, the question having a finite number of answers.

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16 24. The method of claim 23, wherein a preselected recorded script is associated
17 with each of said finite number of answers.

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19 25. The method of claim 24, wherein selectively interleaving further comprises
20 presenting the preselected recorded script associated with the finite number of answers.

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22 26. The method of claim 22, wherein the recorded script is selected from
23 computer-generated wave files, audio recordings, and synthesized voice.

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25 27. The method of claim 26, wherein the recorded script further comprises
26 recorded data for generating a human-sounding voice waveform.

1 28. The method of claim 27, wherein the voice waveform further comprises an
2 audio track of a voice response recorded by a voice actor.

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4 29. The method of claim 22, further comprising validating sales information.

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6 30. The method of claim 29, wherein validating sales information is done by one
7 of a human agent and a computer dialing system.

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9 31. The method of claim 22, further comprising updating a customer file.

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11 32. The method of claim 22, further comprising maintaining a history of recorded
12 scripts played.

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14 33. The method of claim 22, wherein initiating a call is executed by one of a
15 human agent and a computer dialing system.

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17 34. The method of claim 22, wherein interleaving further comprises deciding on
18 intervention.

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20 35. The method of claim 34, wherein deciding on intervention is done by a
21 human agent.

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23 36. The method of claim 35, wherein deciding on intervention further comprises
24 selecting between options including at least a live-voice response and a recorded
25 response.

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37. The method of claim 36, wherein deciding on intervention further comprises determining to provide a live-voice response.

38. The method of claim 36, wherein deciding on intervention further comprises determining to provide a recorded response.

1 39. A system for customer contacting, the system comprising:
2 a script module configured to provide recorded voice waveforms to a contact; and
3 an integration module configured to interface between an agent and the script
4 module, the integrating module being configured to allow selective interjections by the
5 agent.

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7 40. The system of claim 39, wherein the script module comprises a script player.

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9 41. The system of claim 39, wherein the recorded waveforms are selectively
10 provided by a human agent.

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12 42. The system of claim 39, wherein the recorded waveforms are provided by a
13 computer.

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15 43. The system of claim 39, wherein the recorded waveforms are selected from
16 computer generated wave files, audio recordings, synthesized voice, and actual voice.

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18 44. The system of claim 39, wherein the integration module further comprises an
19 administration module for logging in a user.

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21 45. The system of claim 44, wherein the administration module is further
22 configured to provide password protection for the system.

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24 46. The system of claim 44, wherein the administration module is further
25 configured to store system preferences.

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1 47. The system of claim 39, wherein the integration module further comprises a
2 telephone interface module to facilitate interaction between the system and a telephone
3 system.

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5 48. The system of claim 47, wherein the telephone interface module allows a
6 human agent to initiate a call to a contact.

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8 49. The system of claim 47, wherein the telephone interface module allows a
9 computer dialer to initiate a call to a contact.

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11 50. The system of claim 39, wherein the integration module further comprises
12 mode module for selecting between one of live voice interaction, script interaction, and
13 interjection interaction with a contact.

14
15 51. The system of claim 39, wherein the integration module is further configured
16 to select and present content to a contact.

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18 52. The system of claim 39, wherein the integration module is further configured
19 to pose a question to a contact.

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21 53. The system of claim 39, wherein the interjections are live voice.

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23 54. The system of claim 39, wherein the interjections are a recorded voice
24 waveform.

1 55. The system of claim 39, wherein the integration module further comprises a
2 database module for storing and retrieving data.

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4 56. The system of claim 55, wherein the database module is configured to update
5 a contact file.

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7 57. The system of claim 55, wherein the database module is configured to keep a
8 contact profile.

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10 58. The system of claim 55, wherein the database module is configured to
11 keep a history of scripts played by the system.

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13 59. The system of claim 39, wherein the integration module further comprises
14 a comercial transaction module for validating contact sales information.

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16 60. The system of claim 39, wherein the integration module further comprises
17 a voice transition module for presenting and negotiating between scripted responses
18 selectively played to a contact.

- 1 61. A system for customer contacting, the system comprising:
2 an output device for providing audio outputs from an agent;
3 an input device for receiving audio inputs from a contact;
4 a player for outputting scripted voice waveforms over a phone line to a contact;
5 and
6 a signal processor configured to provide a normalized signal selected from the
7 output device and the player.
8
9 62. The system of claim 61, wherein the signal processor is further configured to
10 substantially match the signal-to-noise ratio of an output thereof, independent from the
11 input thereto.
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13 63. The system of claim 61, wherein the player is configured to provide an input
14 to to the signal processor effective to render an output therefrom having a signal-to-noise
15 ratio substantially the same as the signal-to-noise ratio of the output device.
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17 64. The system of claim 61, wherein the signal processor is configured to
18 normalize a first voice waveform received from the output device and a second voice
19 waveform received from the player.
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21 65. The system of claim 61, wherein the normalized signal leaving the signal
22 processor has a bandwidth greater than the bandwidth of the phone line.
23
24 66. The system of claim 65, wherein the memory device stores a script module,
25 executable on the processor to provide an output having a bandwidth greater than the
26 response bandwidth of a telephone network.

1 67. The system of claim 61, wherein the voice waveforms are recorded at a
2 sampling rate of at least about 20,000.

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4 68. The system of claim 67, wherein the voice waveforms are recorded at a
5 sampling rate of at least about 44,000.

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7 69. The system of claim 61, wherein the player further comprises a computer
8 having a processor and a memory device.

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10 70. The system of claim 61, further comprising a script module configured to
11 provide recorded voice waveforms to a contact.

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13 71. The system of claim 61, further comprising an integration module configured
14 to interface between an agent and the script module.

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1 72. A system for customer contacting, the system comprising:
2 an output device for providing audio outputs from an agent;
3 an input device for receiving audio inputs from a contact;
4 a player for outputting scripted voice waveforms over a phone line to a contact,
5 the player being configured to provide an input to the signal processor effective to render
6 an output therefrom having a signal-to-noise ratio substantially the same as the signal-to-
7 noise ratio of the output device; and

8 a signal processor configured to provide a normalized signal selected from the
9 output device and the player, wherein the signal processor is further configured to
10 substantially match the signal-to-noise ratio of an output thereof, independent from the
11 input thereto, and wherein the signal processor is configured to normalize a first voice
12 waveform received from the output device and a second voice waveform received from
13 the player.

14
15 73. The system of claim 72, wherein the signal leaving the signal processor has a
16 bandwidth greater than the bandwidth of the phone line.

17
18 74. The system of claim 73, further comprising a script module configured to
19 provide recorded voice waveforms to a contact.

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21 75. The system of claim 74, further comprising an integration module configured
22 to interface between an agent and the script module.

1 76. A computer readable medium having stored thereon computer executable
2 instructions for performing a method for contacting a customer, the method comprising:
3 providing an integrated system for hybridized interaction with a contact, the
4 interaction being selectable between human and computer delivery;
5 initiating a call to a contact;
6 executing an interaction protocol to create an interaction with the contact;
7 selecting content for presentation to the contact;
8 presenting content to the contact;
9 listening to a response from the contact;
10 selectively interleaving responses to the contact from a human agent and a
11 recorded script, the recorded script reflecting a voice waveform created independently
12 from the human agent; and
13 selectively closing the interaction with the contact.

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15 77. The computer readable medium of claim 76, wherein the initiating step is
16 executed by one of a human agent and a computer dialing system.

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18 78. The computer readable medium of claim 76, wherein the executing step is
19 done by one of a human agent and a computer script.

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21 79. The computer readable medium of claim 76, wherein the recorded script
22 further comprises recorded data effective to control a computer for generating a human-
23 sounding voice waveform.

24
25 80. The computer readable medium of claim 76, wherein the recorded script is
26 selected from computer-generated wave files, audio recordings, and synthesized voice.

1 81. The computer readable medium of claim 76, wherein the voice waveform
2 further comprises an audio track of a voice response recorded by a voice actor.

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4 82. The computer readable medium of claim 76, wherein executing an
5 interaction protocol further comprises logging on by an agent.

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7 83. The computer readable medium of claim 76, wherein executing an
8 interaction protocol further comprises selecting a contact type.

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10 84. The computer readable medium of claim 76, wherein presenting content to
11 the contact comprises posing a question to the contact, the question having a finite
12 number of answers.

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14 85. The computer readable medium of claim 84, wherein a preselected recorded
15 script is associated with each of said finite number of answers.

16
17 86. The computer readable medium of claim 85, wherein selectively interleaving
18 further comprises presenting the preselected recorded script associated with said finite
19 number of answers.

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21 87. The computer readable medium of claim 76, wherein executing an
22 interaction protocol further comprises validating sales information.

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24 88. The computer readable medium of claim 87, wherein validating sales
25 information is done by one of a human agent and a computer dialing system.

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1 89. The computer readable medium of claim 76, wherein executing an
2 interaction protocol further comprises updating a customer file.

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4 90. The computer readable medium of claim 76, wherein executing an
5 interaction protocol further comprises maintaining a history of recorded scripts played.

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7 91. The computer readable medium of claim 76, wherein executing an
8 interaction protocol further comprises deciding on intervention.

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10 92. The computer readable medium of claim 91, wherein deciding on
11 intervention is done by the human agent.

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13 93. The computer readable medium of claim 92, wherein deciding on
14 intervention further comprises selecting between options including at least a live-voice
15 response and a recorded response.

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17 94. The computer readable medium of claim 93, wherein deciding on
18 intervention further comprises determining to provide a live-voice response.

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20 95. The computer readable medium of claim 93, wherein deciding on
21 intervention further comprises determining to provide a recorded response.